

**IT Professional Technical Services
Master Contract Program
T#:902TS**

**Statement of Work (SOW)
For Technology Services
Issued By
MN.IT Services**

Project Title: MN.IT @ DHS Staffing Plan

Service Category: Business Analysis

Business Need

MN.IT @ DHS is an organization of about 560 employees. It is in the process of a structural reorganization, going from eight divisions to five, and needs a neutral third party to gather business requirements in order to develop a recommendation regarding organizational structure. This recommendation is mainly to align the existing staff, supervisors, and managers, as well as known vacancies with the business needs of MN.IT @ DHS. After the structure is agreed to by MN.IT @ DHS leadership, a portfolio of position descriptions, consistent with MN.IT policy and practice, will need to be drafted to support the new structure along with an organizational chart.

Project Deliverables

- Report describing recommendation for MN.IT @ DHS organizational structure
- Organization charts
- Portfolio of position descriptions

Project Milestones and Schedule

Project Start Date: April 18, 2014

Convene meetings to gather business requirements: By April 25, 2014

Initial organizational recommendation: May 8, 2014

Initial position descriptions: May 20, 2014

Revised position descriptions: June 6, 2014

End Date: June 30, 2014

Project Environment (State Resources)

The reorganization of MN.IT @ DHS has resulted in the identification and assignment of a chief information officer (CIO), an IT operations manager, and five division directors. These individuals have been collaborating on the new structure and its objectives and are a strong resource for the work expected in this contract.

The following resources will be made available to the contractor as needed to complete the deliverables:

- IT Operations Manager
- Five Division Directors
- Existing supervisors/managers relevant to the scope of the contract
- MN.IT @ DHS organization charts (current and draft)
- Templates and documentation regarding MN.IT policy and practice relevant to the scope of the contract

Agency Project Requirements

- Contractor must be sensitive to the fact that some existing managers and supervisors who will be providing input and requirements have vested interests in the resulting structure and the leadership positions that will be recommended by the contractor.
- Contractor must incorporate MN.IT policy as it relates to the deliverables
- Contractor will use MN.IT templates for position descriptions
- All deliverables will be provided electronically in a format that can be manipulated on an ongoing basis by MN.IT using Microsoft Office software

Responsibilities Expected of the Selected Vendor

- Develop a plan for the completion of the contractual deliverable
- Weekly meetings to review issues and progress
- Vendor will maintain meeting minutes

Required Skills (to be scored as pass/fail)

Required minimum qualifications to be scored as pass/fail:

- Three years' experience as a supervisor/manager for the State of Minnesota
- Three years' experience preparing position descriptions for IT staff and managers
- Experience leading at least one organizational transition

Desired Skills

- Experience as a supervisor/manager in a large IT organization
- Experience leading strategic planning/organizational change efforts in state government
- Previous experience working for the Minnesota Department of Human Services or MN.IT @ DHS as an employee or contractor.

Process Schedule

- | | |
|--|---------------------------------|
| • Deadline for Questions | March 31, 2014 12:00 p.m. |
| • Anticipated Posted Response to Questions | April 1, 2014, 12:00 p.m. |
| • Proposals due | April 3, 2014 12:00 p.m. |
| • Anticipated proposal evaluation begins | April 4, 2014 1:00 p.m. |
| • Anticipated proposal evaluation & decision | April 9, 2014 4:30 p.m. |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Lisa Koenig

Department: MN.IT @ DHS

Email Address: dhs.it-responses@state.mn.us

Questions and answers will be posted on the Office of MN.IT Services website (http://mn.gov/buyit/statements/mcp902ts_active.html) according to the process schedule above.

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

SOW Evaluation Process

Responses received by the due date and time will be evaluated according to the following evaluation criteria:

Step 1: Pass/Fail on Required Skills, Response Requirements, and Required Service Category.

If DHS determines that the vendor failed to meet one or more of the requirements, or if the vendor did not submit sufficient information to make the pass/fail determination, then the Response will be eliminated from further review.

Step 2: Evaluation of responses that pass Step 1, based on the following criteria:

- Overall Experience 35%
- Desired Skills 35%
- Cost: 30%

Step 3: Reevaluation of scores in Step 2, based reference checks, if conducted.

This Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Submission Format

The response must include both a proposal packet and a cost proposal and should be assembled as follows:

Proposal Packet

Cover Page:

- Vendor name
- Vendor address
- Contact person name for vendor
- Contact person's phone number
- Contact person's email
- Resource name being submitted

Proposal:

- Provide narrative that describes when and where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
- Provide one paragraph which highlights the resource's desired skills noted above.
- Attach a resume for proposed resource in addition to the narrative description. Be certain the resume has dates of work.
- Provide at least two references who can speak to the resource's experience completing similar work. For each reference, include the company name and address, reference name, reference email, reference phone number.
- Proposal should not exceed 5 pages

Conflict of interest statement

Required Forms:

- a) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- b) Certification Regarding Lobbying (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- c) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- d) Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Cost Proposal

The respondent must provide detailed cost proposal, including the hourly rate and total estimated hours for the proposed resource.

Hourly rates cannot exceed the hourly rates identified in respondent's 902TS master contract.

Proposal Submission Instructions

Responses must be received no later than **April 3, 2014 at 12:00 p.m. Central Time**, and must be submitted via two e-mails to dhs.IT-responses@state.mn.us. Responses sent to any other e-mail address will not be considered. One of the emailed responses must contain the cost proposal only should be labeled "*Company Name - Cost Proposal*" and the other email must contain all other response materials and should be labelled "*Company Name – Proposal Packet*."

The State must receive the Responses in full as described in the Response Requirements section above.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or

potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/policies-and-standards/accessibility/>.

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.